

## **ATTACHMENT 4.11 (c) (1) – Goals and Priorities**

To collect feedback and identify goals and priorities, DVR conducted meetings and public forums throughout the state with DVR customers, employees, partners, providers, Rehabilitation Council members, CAP, tribal program representatives, school representatives and others. DVR also completed a comprehensive needs assessment that included surveys to employers, customers, and DVR staff. DVR met with the State Rehabilitation Council to solicit feedback and the Council co-sponsored three public forums. Over 65 people attended the public forums. The Director's Advisory Council, representing a cross-section of Division staff also provided input.

The goals and priorities established for the 2010-2013 State Plan reflect a priority on client services and outcomes, staff development and organizational systems, partnerships, and enhancing employer relations.

To ensure DVR remains a vital, healthy organization, building strong partnerships throughout the state and in local communities continues to be a major goal and priority.

### **GOAL 1: Provide timely, individualized services to DVR customers that result in employment outcomes that meet the customer's needs.**

Goal 1 reflects DVR's focus on improving its service delivery to customers by providing quality services that are timely and meet the individual needs of the customer. The priorities that follow respond to needs assessment findings and stakeholder input related to the need to improve timeliness and consistency in the provision of services throughout the state. To achieve this goal, DVR establishes the following priorities:

- Increase DVR's ability to assist customers achieve higher wage jobs with benefits.
- Enhance and improve the statewide consistency of timely, individualized services to customers who have a broad range of needs and capabilities.

### Performance goals for the next two fiscal years

	# IPE's per VRC	# IPE's Statewide Goal	# Rehabs per VRC	# Rehabs Statewide Goal	Rehab Rate
FFY 10 Basic Grant	45	5,700	24	2700	60%
FFY 10 Stimulus				400	
FFY 11 Basic Grant	45	5,700	24	2700	60%
FFY 11 Stimulus				600	

#### **GOAL 2: Strengthen DVR's workforce and improve its overall organizational systems.**

Goal 2 reflects DVR's commitment to making organizational effectiveness a high priority by establishing systems and methods to better develop, support, and promote DVR staff and improve overall retention as well as improve the efficiency and effectiveness of organizational systems used by staff. Priorities include:

- Deliver high quality training and support to provide staff with the knowledge and skills needed to perform effectively.
- Recognize and appreciate staff throughout the Division for their contributions to DVR's success.
- Use information technology to improve the efficiency and effectiveness of DVR's organizational systems.

#### **GOAL 3: Distinguish DVR's role in the disability community and leverage partnerships to maximize resources and support for individuals with disabilities.**

Goal 3 is intended to help DVR increase its visibility in the community and strengthen its connection to other programs that serve individuals with disabilities. DVR must clearly communicate to others what it can do well, who we can serve and how we can work collaboratively with others to achieve greater outcomes for people with disabilities. This goal responds to needs assessment findings and stakeholder input that point to a need for improved collaboration between DVR and existing partner agencies as well as outreach to potential partner agencies. Priorities include:

- Increase understanding and awareness of DVR services in local communities
- Maximize DVR local-level knowledge of community programs and services that could benefit DVR customers.

**GOAL 4: Increase outreach to improve and strengthen DVR's connection and relationship with employers.**

Goal 4 addresses agency needs assessment and stakeholder input that consistently pointed out a need for more frequent, consistent, and effective outreach, education to and relationship maintenance with employers statewide in order to better position customers to obtain access to employment. Priorities include:

- Increase DVR's visibility with and connection to Washington employers
- Increase employment of DVR customers in public sector employment